



Warranty Booklet

Warranty Information as of November 2017



Certified
Pre-Owned

Honda Certified Warranty

Customer Name: _____

Model/Year: _____

VIN: _____

Purchase Date: _____

Honda Care® Service Contract Yes No

Honda Care® Service Contract Plan Code: _____

Dealership Name: _____

Dealer Address: _____

Salesperson/Phone No: _____

Sales Manager/Phone No: _____

Service Manager/Phone No: _____

Frequently Called Honda Phone Numbers

Honda Automobile Customer Service: **1-800-999-1009**

Honda Care/Customer Service: **1-800-999-5901**

Honda Care is a trademark of Honda Motor Co., Ltd.

Warrantor

American Honda Motor Co., Inc. ("AHM"), gives this warranty on behalf of AHM, 1919 Torrance Boulevard, Torrance, California, 90501-2746, a California corporation.

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It's a Honda

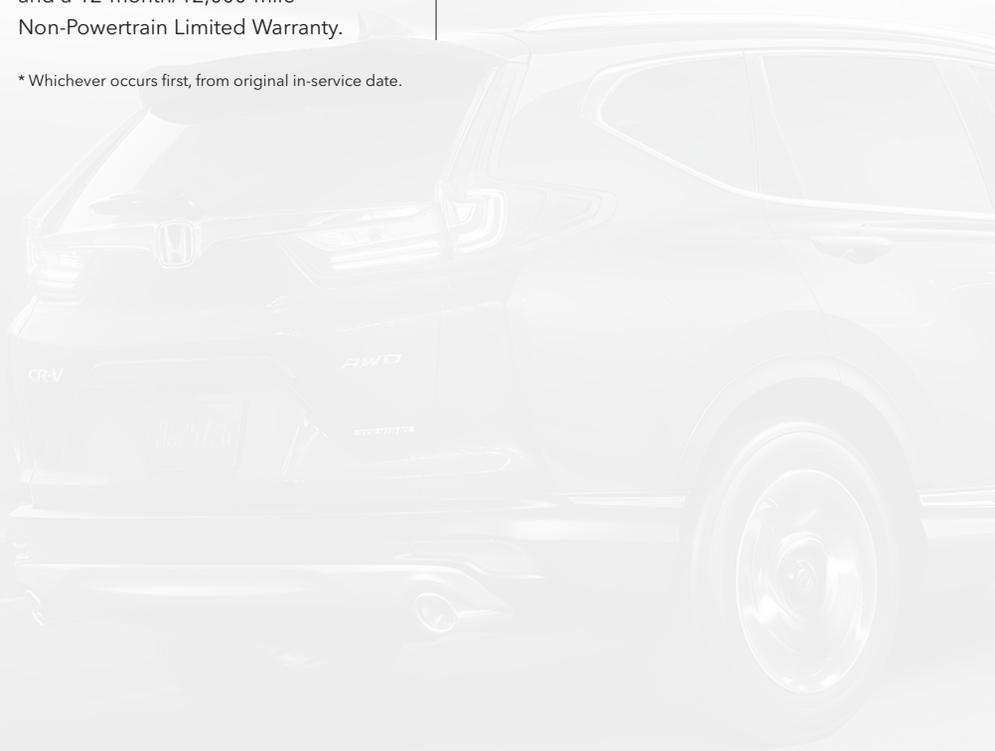
Congratulations on purchasing a quality Honda Certified Pre-Owned Vehicle.

Your Honda dealer is the best place to buy a quality Honda Pre-Owned Vehicle. Your vehicle has been inspected and certified and is backed by a 7-year/100,000-total-odometer-miles* Honda Certified Pre-Owned Vehicle Limited Warranty on the Powertrain and a 12-month/12,000-mile* Non-Powertrain Limited Warranty.

* Whichever occurs first, from original in-service date.

This booklet will help you understand the terms and limitations of your warranty. Most important, we hope you get years of enjoyment from your Certified Pre-Owned Honda.

Isn't that the best part of owning a Honda?



Period of Coverages

Your Honda Certified Pre-Owned Vehicle is covered by the following Honda Certified Pre-Owned Vehicle Limited Warranty:

- **Eligible Vehicles:** Current model year and up to 5 previous model years with 80,000 miles or fewer at time of certification.
- **Powertrain Coverage:** 7 years or 100,000 total odometer miles (whichever occurs first) from original in-service date.
- **Non-Powertrain Coverage:** Effective during the first 12 months or 12,000 miles (whichever occurs first) after the new-vehicle warranty expires, or the first 12 months or 12,000 miles (whichever occurs first) from the date of sale of the Honda Certified Pre-Owned Vehicle if the factory warranty has expired at the time of sale.
- **Start of Certified Limited Warranty Coverage:** At expiration of the Honda New Vehicle Limited Warranty, or from the date of sale of the Honda Certified Pre-Owned Vehicle if factory warranty has already expired.

This Limited Warranty Is Given in Addition to Any Other Applicable Honda Limited Warranties.

The Honda Certified Pre-Owned Vehicles Limited Warranty is offered in addition to, and separate from, all other Honda limited warranties offered by Honda for any other Honda product, including, but not limited to, Honda new vehicles, and commences only when the existing New Vehicle Limited Warranty has expired, except for the Emission Limited Warranty (State or Federal), the Rust Perforation Limited Warranty and the Seat Belt Limited Lifetime Warranty, which may continue concurrently with the Honda Certified Pre-Owned Vehicle coverage until such supplementary coverage ends. Please refer to the applicable Honda Warranties booklet (in effect at the time of your vehicle's delivery to the original retail purchaser) and other warranties which may apply to your vehicle. This Honda Certified Pre-Owned Vehicle Limited Warranty is separate from and does not extend the length of any existing new Honda vehicle or other Honda product limited warranty or provide any additional rights to you under federal, state or local laws or regulations governing new-vehicle or other product warranties or sales.

A Quick Reference to Warranty Coverages

This is a brief summary of the warranties covering your Honda Certified Pre-Owned Vehicle. Please refer to the

individual warranties booklet for a full description of each warranty's coverage and limitations.

Coverage on Your Vehicle

Powertrain Coverage

The Honda Certified Pre-Owned Vehicle Limited Warranty provides powertrain coverage for 7 years*/100,000 total odometer miles (whichever occurs first).



Non-Powertrain Coverage

For Vehicle Purchased Within New Vehicle Limited Warranty Period

The Honda Certified Pre-Owned Vehicle Limited Warranty provides non-powertrain coverage for 1 year/12,000 miles to 4 years*/48,000 miles† (whichever occurs first).



Non-Powertrain Coverage

For Vehicle Purchased After New Vehicle Limited Warranty Has Expired

The Honda Certified Pre-Owned Vehicle Limited Warranty provides non-powertrain coverage for 1 year**/12,000 miles† (whichever occurs first) starting from the date of Certified Pre-Owned Vehicle delivery to the buyer.



* From original in-service date.

† Based on odometer miles.

** Starting from date of Certified Pre-Owned Vehicle delivery to the buyer.

Limited Warranty Coverage

Transfer

Upon the sale of the vehicle (private-party to private-party), this warranty is transferred and coverage is afforded to the new owner for the **balance** of the 12 months or 12,000 miles (7 years/100,000 total odometer miles on the powertrain), whichever occurs first. **The American Honda Warranty Department should be notified of any change in ownership.**

A warranty-transfer card (attached to this Honda Certified Pre-Owned Vehicle Warranty Booklet) must be completed and sent to American Honda Motor Co., Inc. (American Honda) to effect the warranty transfer.

Honda will repair or replace any part covered by this warranty that is defective in material(s) or workmanship under normal use (see *Proper Operation on page 6*) for 12 months or 12,000 miles (whichever occurs first), after the New Vehicle Limited Warranty expires, or from the date of sale if the New Vehicle Limited Warranty has expired at the time of purchase and 7 years or 100,000 total odometer miles (whichever occurs first) on the powertrain (see *What Is Covered on page 10*). The 7-year/100,000-total-odometer-mile (whichever occurs first) powertrain coverage originates on original in-service date.



Proper Operation

With proper use and regular maintenance, a Honda Certified Pre-Owned Vehicle can reward the owner with years of reliable service and low operating costs.

Proper operation means using the vehicle as it was intended. Honda passenger vehicles are designed to transport people and cargo on paved roads within the legal speed limit:

- Four-wheel-drive vehicles may be used off-road, but the driver must always use good judgment when determining appropriate speeds for the terrain and conditions.

- Honda vehicles require unleaded gasoline of the proper octane number (Anti-Knock Index). Always use an unleaded gasoline of the proper octane number (Anti-Knock Index). See your vehicle's owner's manual for more information.

- Exceeding the vehicle's load limit (too much weight, either carried or towed) puts excess strain on the engine, brakes and other components and should be avoided.

See the owner's manual for gasoline recommendations and where to find the load-limit label on each vehicle.

Maintenance

You should check the engine oil and radiator coolant levels each time you fill the gas tank. This protects the vital systems of your Honda, and may help you discover potential problems.

Always maintain your Honda as suggested by the Maintenance Minder™ system (refer to your owner's manual). The services and mileage intervals suggested by the Maintenance Minder™ should never be exceeded; they are essential to trouble-free operation. Parts that fail due to improper maintenance are not covered by this Limited Warranty.

Additional maintenance may be required if you operate your vehicle under severe driving conditions. See your original owner's manual for the maintenance schedule for severe conditions.

The people at an authorized Honda dealer are fully trained and equipped to efficiently perform scheduled maintenance on your Honda. However, service at the dealer is not mandatory for continued warranty coverage.

Maintenance (cont.)

If you regularly take your vehicle to an authorized Honda dealer for scheduled maintenance, the dealership will know its history if you need to make a warranty claim. If someone else has been performing the maintenance, the dealer may ask for evidence that you have properly maintained the vehicle. This evidence may consist of one or more of the following:

A Maintenance Record (such as the one in this booklet) showing the odometer mileage and date for each service. Each entry in this record should be signed by a person who is qualified to service motor vehicles.

Copies of repair orders or other receipts that include the odometer mileage and date that the vehicle was serviced. Each receipt should be signed by a qualified automotive-service technician.

A statement that you completed the maintenance yourself, showing the odometer mileage and date you did the work. Receipts for the replacement parts (fluids, filters, etc.) should accompany this statement.

- **NOTE:** As an aid for the next owner, keep all maintenance receipts with the vehicle if it is sold.

How to Get Honda Certified Pre-Owned Vehicle Warranty Service & Towing

Warranty Service

For warranty service, you should take the vehicle (along with the Certified Warranty Card) to an authorized Honda dealer during normal business hours.

Towing

If the vehicle cannot be driven, you should contact the nearest Honda dealership to discuss towing options. Towing is covered if the breakdown is caused by a failure of a covered part (see *What Is Covered on page 10*).

Emergency or Component Repairs

Normally, you must take your vehicle to an authorized Honda dealer for warranty repairs.

In case of an emergency, if that is not practical, you must obtain prior authorization by calling toll-free **1-800-999-5901** before **incurring repair costs.**

Honda recognizes that your vehicle could develop a serious problem needing immediate repair at a facility other than an authorized Honda dealer. Please contact **1-800-999-5901** for specific instructions and authorization. Honda will reimburse you for the repair if the repair would normally be covered by the limited warranty in this booklet. You must give authorization to the repair facility for tear-down to diagnose a problem. If the mechanical breakdown is determined to be covered by this limited warranty, American Honda will pay the reasonable cost of tear-down as a part of the covered mechanical breakdown, as determined by American Honda.

If you are ever dissatisfied with a warranty service or decision from an authorized Honda dealer, please refer to "Customer Satisfaction" in this booklet.

Any authorized Honda dealer can handle reimbursement for **covered** emergency repairs. Customers must show a

copy of paid receipt(s) and failed part(s) to your servicing Honda dealer Service Department. Your dealer will submit your claim for reimbursement to American Honda. Upon approval by American Honda, the dealer will reimburse the customer for the part(s) at the current manufacturer's suggested retail price. The customer will be reimbursed for the labor at a geographically appropriate labor rate at American Honda's manufacturer's flat-rate time.

If the vehicle develops a serious problem requiring immediate repair at a facility other than an authorized Honda dealer, American Honda will reimburse for that repair if all of the following conditions are met:

- The repair would normally be covered by this warranty.
- There were no authorized Honda dealers within 50 miles of the breakdown or local dealerships were closed at the time.
- The vehicle was immobile, or attempting to drive would cause further damage or be unsafe.
- Prior authorization is required before any repairs are performed.
- Parts will be reimbursed at Honda-suggested retail prices.
- Labor hours will be reimbursed at Honda factory warranty flat-rate times.

Traveling or Relocating Warranty Coverage (Outside the United States)

Vehicles purchased from an authorized Honda dealer in the U.S. are designed to meet U.S. government safety and emissions specifications. Other countries may have different standards.

Getting a U.S. vehicle serviced in another country may be difficult, even if taken to an authorized Honda dealer. These dealers may not have the parts suitable for a U.S. vehicle. The owner should keep in mind the following guidelines if he or she plans to relocate or travel outside the United States:

Prior to departure, Honda's Automobile Customer Service is a key resource that can:

- Provide information on Honda distributors in the area that the owner plans on traveling to.
- Check the vehicle's history and inform the owner of any campaign or recall repairs that need to be completed.
- Provide a certification letter stating that the vehicle was manufactured to comply with all U.S. emissions and Federal Motor Vehicle Safety standards applicable to its model year.

If the owner is planning to take the Honda vehicle outside the U.S., they can:

- Contact the tourist bureaus in the areas the owner will be traveling to find out about the availability of unleaded gasoline with proper octane rating for the vehicle.
- If the owner plans to export and register their Honda in another country, they should contact the vehicle-import agency in that country to determine requirements, as Honda does not have that information.
- If unleaded gasoline is not available, the owner should be aware that using leaded gasoline in the Honda vehicle will affect performance and fuel mileage, and damage its emissions controls. It will no longer comply with U.S. emissions regulations, and will be illegal to operate in the United States.
- To bring the vehicle back into U.S.-emission compliance requires the replacement of several components, such as the oxygen sensors and three-way catalytic converter. These replacements are **not** covered under this warranty.

What Is Covered



Proudly presented to you by American Honda, this limited warranty provides exceptional coverage for your Honda Certified Pre-Owned Vehicle.

Replacement Parts

Parts replaced under the Limited Warranty become the property of American Honda. American Honda will make the final decision whether to repair any existing part or assembly, or replace it. American Honda may use new, factory-remanufactured parts, or parts of like kind and quality, rather than new parts, for some warranty repairs.

Powertrain Limited Warranty Coverage

Components and systems included in the 7-year/100,000-mile* Powertrain Limited Warranty coverage.

Engine

Cylinder block and head and all internal parts; timing gears and gaskets; timing chain/belt and cover; flywheel; valve covers; oil pan; oil pump; intake and exhaust manifolds; engine mounts; engine/powertrain control module; water pump; fuel pump; seals and gaskets.

Transmission / Transfer Case

Case and all internal parts; torque converter; transfer case and all internal parts; transmission/powertrain control module; seals and gaskets.

Front-Wheel-Drive System

Final drive housing and all internal parts; driveshafts; constant-velocity joints; front hubs and bearings; seals and gaskets.

Rear-Wheel-Drive System

Differential housing and all internal parts, propeller shafts; universal joints; drive-shafts; constant-velocity joints; rear hubs and bearings; seals and gaskets.

* Whichever occurs first, from original in-service date.

Non-Powertrain Limited Warranty Coverage

Components and systems included in the 12-month/12,000-mile* Non-Powertrain Limited Warranty coverage:

Fuel System

Fuel pump; fuel control units; fuel pressure regulator; fuel injectors; fuel sensors; fuel injection resistors; fuel rails; metal fuel delivery lines; throttle body and fuel tank.

Suspension

Upper and lower control arms; control arm shafts and bushings; upper and lower ball joints; spindles; coil springs; rear axle beam; stabilizer bar, links and bushings; McPherson strut inserts; strut bearings; strut mounts; strut plate and shock absorbers.

Steering

Rack-and-pinion steering assembly; steering gear box; power-steering pump and high-pressure hoses; steering knuckles; rods; stabilizer bar, shaft, bushings and steering column.

Brakes

ABS electronic control unit; wheel sensors; pump and motor; modulator; modulator solenoids; pressure switch; actuator assembly; master cylinder; brake booster and check valve; disc brake

calipers; wheel cylinders; proportioning valve; all brake lines/hoses and fittings; parking-brake assembly and cables.

Electrical & Sensors

Alternator; voltage regulator; ignition system (excluding cap, rotor, high-tension wires and spark plugs); solenoids; relays; resistors; all electronic control modules/units; rear defroster; factory-installed security systems; all electric motors, including, but not limited to, power seat, power window, power mirror, sunroof, heater/ventilation blower, and control motors; windshield-wiper motor; washer pump; cooling-fan; starter; speedometer; gauges; speedometer/instrument cluster light bulbs (does not include clock, air-conditioning panel or radio display); manually operated switches; oil-pressure sending unit; thermoswitch; coolant temperature sensor and all wiring harnesses.

Batteries & Bulbs

Batteries used only in hybrid vehicles (nickel-metal hydride, lithium-ion and polymer lithium-ion batteries).

* Whichever occurs first, from original in-service date.

Non-Powertrain Limited Warranty Coverage (cont.)

Heating, Cooling & Air Conditioning

Air-conditioning system compressor; compressor clutch and coil; evaporator core; condenser; expansion valve; receiver drier; blower motor; blower motor resistor; hard lines; high-pressure hoses; vent control servos; radiator and heater core.

Audio & Navigational Devices

Factory-installed radio; DVD player; CD player; cassette player; speakers and Honda Satellite-Linked Navigation System™.

Other

Hood hinges; trunk-lid hinges; door hinges; manual and power window regulators.

Safety Restraint System

Airbags (with the exception of airbags deployed due to collision); SRS control units; SRS sensors; cable reel and associated wiring harnesses.

Fluids & Lubricants

The following are covered only when required as part of a covered repair: engine oil; transmission fluid; differential fluid; coolant; power-steering fluid; air-conditioning refrigerant and compressor oil.

Diagnostic Time

Reasonable tear-down time that is requested by your dealer to diagnose a covered component.

This limited warranty gives you specific legal rights. You may also have other rights that vary from state to state.

What Is NOT Covered

Parts not covered by this limited warranty fall into two basic categories:

- **Standard maintenance items and procedures**
- **Body parts, interior, trim and glass**

Additional limitations include, but are not limited to, circumstances such as misuse, abuse, non-compliance with warranty policies, lack of proper maintenance and acts of Nature.



What Is NOT Covered (cont.)

STANDARD MAINTENANCE/ WEAR ITEMS

This limited warranty does not cover the replacement of expendable or common wear items that require periodic replacement as part of routine automotive maintenance. These items include, but are not limited to, the following:

Expendable Parts

Distributor cap; rotor; spark plug wires; spark plugs; PCV valves; filters; fluids; lubricants; refrigerants (unless required as part of a covered repair); belts with the exception of the timing belt (for failure only); wiper blades; clamps and fasteners.

Maintenance Procedures

Tune-ups; adjustments; reprogramming; updates; calibrations; tightening; tire rotation; wheel balancing and wheel alignment (unless required as part of a covered repair).

Clutch, Brakes & Tires

Clutch disc; pressure plate; throw-out bearing; pilot bearing/bushing; disc brake pads; disc brake rotors; brake drums; brake shoes; parking brake shoes; brake hardware; tires: valve stems, except for failed TPMS sensors.

Batteries & Bulbs

Batteries (except for nickel-metal hydride, lithium-ion and polymer lithium-ion batteries used in hybrid vehicles); battery cables; high-intensity discharge (HID) headlight assembly; sealed beams; bulbs (with the exception of the instrument cluster bulbs); LEDs (light-emitting diodes) and fuses.

Exhaust System

Head pipes; catalytic converters; mufflers; resonators; tailpipes; hangers; heat shields; gaskets and related fastening hardware.

General Appearance

Cleaning; polishing; normal wear or deterioration of any part.



What Is NOT Covered (cont.)

BODY, INTERIOR AND GLASS

This limited warranty does not cover any item concerning the vehicle's general appearance. This vehicle was inspected prior to delivery and, at that time, met standards required of Honda Certified Pre-Owned Vehicles. Items include, but are not limited to, the following: body and exterior/interior parts.

Body Parts & Trim

Frame; body mount bushings; subframe(s); subframe mounting bushings; primary body structure/welded assemblies; core support; header panel; grille; hood; fenders; inner fenders; doors; rear hatch; trunk lid; tailgate; spoilers; fascia; air dams; composite panels; bumpers; bumper covers; outside ornamentation; emblems; garnish; moldings; roof ditch moldings; bright metal; chrome trim; stainless trim; paint; headlamp housings; taillight housings; side marker lamp housings; lenses and bezels.

Interior Parts, Upholstery & Trim

Steering wheel; dash panel; dash pad; glove compartment door; floor or overhead consoles; door and other interior panels; armrests; seat upholstery; seat padding; headliner; cargo covers/sunshades (except for failure of the retractor mechanism); sun visors (except for the

sun visor support); carpet; floor mats; door handles; window handles; buttons; knobs; boots; beverage holders; gas, brake- and clutch-pedal pads.

Glass & Mirrors

All window glass, sun-/moonroof glass, all mirror glass (except for electronic failure of the auto-dimming mirror), all rear or sideview mirror housings/frames and brackets.

Wheels

Wheels; wheel covers; trim rings; center caps; wheel studs; lug nuts and wheel locks.

Other

All fastening/securing hardware for non-covered parts/components, e.g., straps, nuts, bolts, studs, screws, clips, clamps, pins, etc.; stripped or cross-threaded fasteners, and any stripped or cross-threaded drain plugs. Airbags deployed due to collision; seat belts, except for the seat-belt latch sensor. (If you believe there is a defect in any of these parts, please contact an authorized Honda dealer immediately.)



What Is NOT Covered (cont.)

ADDITIONAL LIMITATIONS

This limited warranty does not cover repairs needed on vehicles equipped with parts other than approved Honda Genuine Parts or Accessories if the non-genuine part or accessory caused or contributed to the mechanical breakdown.

The following repairs are not covered, if needed as a result in whole or in part, because of:

- Covered parts damaged as the result of the failure of a non-covered part.
- Continued operation of your vehicle after a mechanical breakdown has occurred, when such use leads to consequential damage.
- Any mechanical breakdown resulting from engine over-revving; overheating; hydro-lock; contaminated fluids or lubricants; varnish; sludge; carbon buildup or deposits; improper programming; improper adjustments; consequential damage resulting from negligence, error, omission, improper installation/repairs, or servicing on the part of any servicing dealer, repair facility, or individual.
- Improper towing; overloading; snow plowing; wheelspin; misuse; abuse; or using the vehicle in any manner not recommended by American Honda.
- Any work performed to improve compression or reduce oil or fuel consumption, or any other work when a mechanical breakdown has not occurred.
- Racing; competitive driving activities; drifting; modification; alteration; tampering; disconnection; or the installation of aftermarket performance parts, including, but not limited to, cold-air intakes, strut tower braces, headers, exhaust systems, adjustable fuel rails, nitrous oxide (NOS), performance/racing clutches, or any other aftermarket part or accessory that caused or contributed to a mechanical breakdown.
- Failure to perform maintenance or customary lubrication services, or the use of fuels, oils and/or lubricants other than those required by the Honda Owner's Manual or as otherwise specified by American Honda.
- Failure to provide verifiable maintenance receipts/records showing the date and vehicle mileage at the time of service. Receipts/records pertaining to covered parts requiring routine maintenance, and which sustain a mechanical breakdown, may be requested in order to determine eligibility for coverage.

What Is NOT Covered (cont.)

ADDITIONAL LIMITATIONS (CONT.)

- Damage resulting from improper fluid levels, or the use of any fuels, fluids or lubricants other than those specified by Honda.
- Environmental or external causes such as: collision; fire; theft; vandalism; war; riot; explosion; volcanic eruptions; earthquakes; storms; floods; lightning; windstorm; firestorm; hail; sand; ice; freezing; hurricanes; tornados; tsunamis; seiche waves or other acts of Nature; rust; corrosion; water intrusion; water leaks; acid rain; fallout; salt; tree sap; or exposure to the elements or any other cause beyond the reasonable control of the parties.
- Damage caused by vermin (e.g., mice, rats, squirrels), reptiles (e.g., lizards, snakes), insects, arachnids, arthropods, fowl or any other animal.
- Rattles; odors; water leaks; air leaks; wind noise; vibration; deterioration; discoloration; distortion; deformation and/or fading.
- Any consequential, incidental or pecuniary damages, including, but not limited to, loss of use of the vehicle, loss of time, inconvenience, lost revenue, failure to realize expected savings, or any other economic loss of any kind.

- Repairs for mechanical breakdowns covered under Honda's New Vehicle Limited Warranty emissions system limited warranty, seat belt or corrosion warranties, any authorized Honda dealer's or other service establishment's guarantee, or any other form of warranty or insurance coverage.

This Limited Warranty does not cover:

- The cost of diagnosis/tear-down if the mechanical breakdown is the result of a non-covered part or condition.
- Repairs performed outside the United States.
- Repairs prohibited by law or governmental authority.



What Is NOT Covered (cont.)

ADDITIONAL LIMITATIONS (CONT.)

This Limited Warranty Does Not Cover Repair Costs:

- Once the aggregate of paid repair costs exceeds the price you paid for the vehicle, or for a specific claim that is greater than the applicable replacement cost of the vehicle as determined by American Honda.
- If you fail to provide verifiable maintenance records pertaining to covered parts that require routine maintenance, and which sustain a mechanical breakdown.
- If the vehicle's odometer has been altered, disconnected or otherwise inoperable so that it is impossible to determine the vehicle's actual and true mileage.
- If at any time American Honda determines that the vehicle is being used for commercial purposes, including, but not limited to, deliveries, service calls, hauling, plowing, rental, carrying passengers for hire, law enforcement, fire, ambulance or emergency services, whether or not the vehicle is licensed for commercial purposes or registered to a corporation.

- If for any reason the vehicle's factory warranty has been voided by American Honda.

American Honda disclaims any responsibility for loss of time or use of the parts or the vehicle in which the parts are installed, transportation or any other incidental or consequential damage. Any implied warranties, including the implied warranty of merchantability and fitness for a particular purpose, are limited to the duration of this written limited warranty. These limitations may not apply to the vehicle because some states do not allow limitations on how long an implied warranty lasts, or they may not allow exclusions or limitations of incidental or consequential damages.

American Honda will make the final decision whether to repair or replace any existing part or assembly. American Honda may use factory-remanufactured parts, or parts of like kind and quality, rather than new parts, for some warranty repairs. The replaced or repaired parts are covered only until this Honda Certified Pre-Owned Vehicles Limited Warranty expires. Parts replaced under this warranty become the property of American Honda.

This limited warranty gives you specific legal rights. You may also have other rights that vary from state to state.

Customer Satisfaction

Complete satisfaction with your Honda Certified Pre-Owned Vehicle is our main goal. Personnel at authorized Honda dealerships are trained to provide the proper service for your vehicle. If you are not satisfied with any maintenance or repair work done by the dealership, your first recourse is to discuss your concerns with the dealer's Service Manager or General Manager. In most cases, you will be able to find a satisfactory solution within the dealership.

If you are not satisfied with your Honda dealer's decision, call **1-800-999-1009** or write to:

American Honda Motor Co., Inc.
Automobile Customer Service
1919 Torrance Boulevard
Mail Stop 500-2N-7A
Torrance, California 90501-2746

Please provide the following information:

- Owner's name, model, model year and Vehicle Identification Number (VIN) of your vehicle, and its current mileage.
- The name of the dealer who sold you the vehicle.
- The name of the dealer who services your vehicle.
- Date, mileage and reason for each visit to an authorized Honda dealership.
- Any non-Honda dealership repair service for the problem(s).
- Your daytime and evening telephone numbers.



Customer Satisfaction (cont.)

The staff of Honda Automobile Customer Service is interested in working with you and the dealership to find a satisfactory solution to your concerns.

If you disagree with the decision reached by Honda Automobile Customer Service, you may request to have your case reviewed in an independent dispute resolution forum. For model-year vehicles 2012 and older, the program is administered by the Better Business Bureau (BBB). This program is called "BBB AUTO LINE." You may file a claim at any time by calling the Better Business Bureau, toll-free, at **1-800-955-5100**. You may also write to:

BBB AUTO LINE
Council of Better Business Bureaus
3033 Wilson Blvd., Suite 600
Arlington, VA 22201

For model-year vehicles 2013 and newer, the program is administered by the National Center for Dispute Settlement (NCDS). You may contact NCDS toll free at **1-877-545-0055**, via fax at **1-586-226-2559** or by mail to:

National Center for
Dispute Settlement
P.O. Box 1108
Mt. Clemens, MI 48046

Please note that eligibility is limited by your vehicle's age, mileage and other factors.



Customer Satisfaction (cont.)

Some repairs may be covered beyond the Honda Certified Pre-Owned Vehicle Limited Warranty.

If your vehicle develops a problem you feel should be repaired by American Honda at no cost, discuss it with your dealer.

If you are not satisfied with your Honda dealer's decision, call or write Honda Automobile Customer Service at the aforementioned address (see page 19).

Please provide this information about your vehicle: year, model, Vehicle Identification Number (VIN), mileage, name of selling and servicing dealer(s), maintenance history, a detailed explanation of the problem and why you think American Honda should be responsible for the repair. Please include your daytime and evening telephone numbers. Your request will be investigated, and you will be informed of American Honda's decision.



Required Maintenance Record

Have your servicing dealer record all required maintenance below. Keep receipts for all work done on your vehicle.

Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date

Note to Dealer: Please record all previous service history on this document.

Non-Scheduled Maintenance Record

Additional maintenance may be required if you operate your vehicle under severe driving conditions. See your original owner's manual for the maintenance schedule for severe conditions.

Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
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Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date
Maintenance Performed	(Sign or Stamp)	mi. (km)
		Date

PLACE
STAMP
HERE

AMERICAN HONDA MOTOR CO., INC.

ATTN: Automobile Warranty

1919 Torrance Boulevard

Mail Stop 500-2C-5A

Torrance, CA 90501-2746

Trims 1/16" short to allow for folding
5.8125" x 4" →

